

**Child Support Advisory Board**  
**MINUTES**  
**June 26, 2003**

**Present**

1<sup>st</sup> District, Jane Preece, Esq.  
1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
3<sup>rd</sup> District, Betty Nordwind  
4<sup>th</sup> District, Maria Tortorelli  
4<sup>th</sup> District, Jean F. Cohen  
5<sup>th</sup> District, Susan Speir

**Absent**

2<sup>nd</sup> District, Paula G. Leftwich  
5<sup>th</sup> District, Reginald Brass  
  
Chief Information Office,  
Earl Bradley  
Franchise Tax Board, Debbie Strong  
CA Department of Child Support Services,  
Nancy Stone

Department of Children and Family Services,  
Patti Griffin  
Department of Public Social Services,  
Rosie Ruiz  
Child Support Services Department,  
Philip Browning  
Superior Court, David Jetton

**Guests**

Steven Golightly, CSSD  
Lori Cruz, CSSD  
Julie Paik, CSSD  
Lisa Garrett, CSSD  
Gail Juiliano, CSSD  
Carol Mentell, CSSD  
Julie Watson, CSSD

Donna Hershkowitz, DCSS  
Carole Hood, DCSS  
Anna Pembedjian, 5<sup>th</sup> Supervisorial District  
Lawrence Hill, SEIU Local 660  
Eliza Jackson, Public Speaker

**Staff Support**

Lee Millen, Board of Supervisors  
Peter Papadakis, Board of Supervisors

**CALL TO ORDER**

In the absence of a quorum, *Chairperson Eisenberg* called a meeting of the Committee of the Whole to order at 9:30 a.m.; a quorum was confirmed at 9:50 a.m. and the Commission meeting was called to order. Recently appointed Board Member George Gliaudys, Jr., who represents the First District, was introduced. Member Gliaudys summarized his employment history and expressed his interest in serving on the CSAB.

**DIRECTOR'S REPORT:**

*Philip Browning, Director, CSSD, reported the following:*

Member Browning reported that the CSSD's State allocation is being reviewed by the CAO, Auditor Controller's Office and others to identify where additional savings could be realized; this year the cut amounts to about \$10.6 million including \$3 to \$4 million in non-personnel cuts. About 110 notices have been forwarded to contractors/temps and 200 permanent staff cuts are anticipated in July 2003. Also, the Board of Supervisors is reluctant to invest monies to alleviate cuts in a program that is directed by the State.

Member Nordwind requested a more detailed organizational chart identifying supervisory line staff, and inquired whether staff cuts include case bearing and non case bearing positions. Donna Hershkowitz, DCSS, reported that the State recommends that budget cuts be identified first in overtime usage, contractors, vendors and temporary staff. The Performance Improvement Plan can also be useful in assisting the CSSD in identifying work efficiencies with a reduced staff level.

Member Browning noted that the PIP identifies a business redesign plan and a required timeline for case openings. However, the CSSD can not implement the redesign plan at this time due to budget constraints. The backlog of unopened cases is 50% complete; eight thousand cases have been opened and all backlogged cases should be opened by July 18, 2003. Once the case is on the system the S & C is generated to the NCP for payment at a presumed income. If the NCP contacts the CSSD then the presumed income level can be reviewed for accuracy. If not, then within 30-60 days an order is prepared under the presumed income; however, presumed income orders have dropped from 40% to 7%.

Lori Cruz, CSSD, Deputy Director, briefly reviewed the intake process wherein the S & C is served within 24 hours if the CP has provided an address; if the address is unverified, then the data remains in Locate until verified. Member Browning indicated that the shortage of staff and other priority operations have been factors for unopened cases; each case takes about one hour staff time to complete. Ms. Hershkowitz indicated that the DCSS has invoked the first stage of compliance action against Los Angeles County CSSD due to its failure to open cases in a timely manner; this is a 60-day compliance period. The second stage would entail DCSS staff monitoring CSSD operations, and the third stage would require the DCSS to direct the CSSD operations. Member Browning advised that a response is being prepared regarding the DCSS' first stage corrective action. Also, current collections are at 34% which is a reflection of the difficulty faced in collecting from NCP's; 75% are low income wage earners.

Member Browning reported that the Auditor Controller's Office has identified about \$6 million of undistributed monies; checks have been mailed to CP's but have not been cashed. If the check is returned it goes to the Court Trustee, and although ARS data updates can occur, if a verifiable address is not identified then the check is returned to the CSSD. Ms. Hershkowitz noted that the monies should be returned to the DCSS program and not kept in the County budget.

Following further discussion, Chairperson Eisenberg requested a report on undistributed monies at the next CSAB meeting.

### **APPROVE MINUTES OF MAY 15, 2003**

On motion of Vice Chair Speir, seconded by Member Preece and unanimously carried, the minutes of May 15, 2003 were approved as submitted.

### **FOLLOW-UP ON MCCRAY CASE**

Chairperson Eisenberg reported that she will work with CSSD staff on this issue and a report will be given at the next CSAB meeting.

### **CSI UPDATE**

Lori Cruz reported that year-to-date current support is at 35.86% and May 2003 was at 37%; September 2002 was at 33.26% so the current upward trend is positive. A partnership with the Family Law Facilitator on case modifications is working efficiently and the Public Defender has expressed interest in working with the CSSD on this effort. From February 24, 2003 to June 20, 2003, 20,000 orders have been modified; this is in contrast to 2,500 modifications in Fiscal Year 2001-2002. However, there are about 23 to 24 thousand cases that may not be modified due to the lack of declarations. The case clean up is being completed expeditiously and completion is anticipated on September 30, 2003.

Gail Juiliano, CSSD, explained the process of the cases on calendar at CCW as of June 25, 2003, and summarized the modification list criteria (copy on file). About 19% of the total cases have been reviewed with an annual reduction of \$30 million. There are about 23 thousand cases remaining to be reviewed, and although some of these cases may not qualify for modification, they may qualify for an ARS update. In response to Member Gliaudys, Ms. Juiliano noted that there is a check list that is followed for case modifications and for each case completed, but not all cases go through a quality assurance review. Also, duplication of calendared cases has occurred and was rectified.

Ms. Cruz noted that she and Ms. Paik submitted Judge Bobb's name as a candidate for Judge of the Year for child support issues and she was selected by the National Child Support Enforcement Association for this honor because of her invaluable assistance in creating the modification case process.

### **PRU REPORTS: REVIEW OF DATA COLLECTED**

Gail Juiliano explained the Performance Review Reports that provide management and staff with a comprehensive report that includes intake accuracy, case resolution and process monitoring; each month 50 cases are submitted to management for review and quality assurance purposes. The Divisional Monthly Reports (copy on file) were briefly summarized that provide each Division with an inventory report of backlog and production that includes intake, establishment, expanded service, customer service, mail and services of process. Intake monitoring ensures that a case record is established

within the 20 day timeframe and a paternity status is updated correctly on ARS. Also, cases in the expedited process are tracked for one year for case completion and no more than 10% of the cases are to exceed 12 months without disposition. In addition, the PRU also monitors the Call Center performance, CCW paternity validation, interstate reports, and complaint resolution/ombudsman/state hearing process and orders. Further, a Cases Calendared Report is an attorney tracking sheet that lists enforcement cases with a CSSD motion, a NCP motion and Establishment Contested Cases of the current month. These include the number of orders obtained, continued and validated in each Division.

Following discussion, Member Nordwind requested a copy of the MCC Log, the MCI Log and the Call Center monitoring Logs. In response to Member Tortorelli, Ms. Juiliano noted that all documents sent to/received in the divisions and other data received is logged into the MCC Log. Chairperson Eisenberg requested that staff not provide the CSAB a monthly PRU report submitted to the state, and requested one example of the Inventory Report with data, the M60 Log and the Audit tracking for discussion at the next CSAB meeting.

### **PUBLIC COMMENT**

Ms. Eliza Jackson, CP, requested assistance from the CSAB regarding her child support case which was modified downward from \$2,450 to \$775 per month on September 2002, due to the unwillingness of CSSD legal staff to appear in court and request that the Judge vacate the judgment in favor of the NCP; the statute of limitations has now been exceeded to collect an arrears of about \$34 thousand. Ms. Jackson noted that she repeatedly requested assistance but was turned down by her case worker and the legal staff who did not fully appreciate her distressing situation; the Ombudsman office and Head Attorney were not in agreement with her and refused to appear in court due to an understanding that she had retained private legal counsel although Ms. Jackson had explained that she no longer had legal representation since February 2003. Ms. Julie Watson, CSSD, explained that she spoke with Ms. Jackson's legal counsel.

Ms. Jackson was represented by counsel at the time of modification hearing and had no attorney-client relationship with the CSSD. The CSSD was never served with the notice of motion, but Ms. Jackson, a party to the action, was served with the court documents, and thus far \$184,000 has been collected on this case.

Member Nordwind agreed to assist Vice Chair Speir in resolving this case and advised that the case worker's notes do not reflect the true crisis at hand. Member Tortorelli suggested that the CSSD could attempt to set aside the judgment based on fraud. Chairperson Eisenberg noted that CSSD staff needs to ensure that people in crisis get referred to the Ombudsman Office promptly, and she thanked Ms. Jackson for bringing this unfortunate situation to the CSAB's attention.

### **REVIEW AND DISCUSS MONTHLY REPORTS/PERFORMANCE MEASURES**

This agenda item was deferred to the next meeting.

**REPORT ON FTB PROJECT**

This agenda item was deferred to the next meeting.

**COMMITTEE REPORT: CUSTOMER SERVICE COMMITTEE**

This agenda item was deferred to the next meeting.

**SYSTEMIC ISSUES: DISCUSS DOCUMENTS INCLUDED IN MAILING FOR THE MAY 2003 MEETING**

This agenda item was deferred to the next meeting.

**PUBLIC COMMENT cont.**

Chairperson Eisenberg invited Members to attend a CSSD Town Hall Meeting scheduled on July 2, 2003, at the County Arboretum; this meeting seeks to improve communication between management and staff. The previous meeting she attended was very instructive.

**ADJOURNMENT**

The meeting adjourned at 12:30 p.m.